

Unemployment Compensation Associate 1

Under close supervision this position investigates and resolves routine eligibility issues; identifies and clarifies potentially disqualifying issues reviewing system entries for previous resolutions and contacting employers or claimants to determine whether or not a legitimate issue as to benefit eligibility exists; investigates and resolves claimant and employer inquiries regarding eligibility determinations, appeal rights, benefit payments, charging, and other program information. This position requires advanced knowledge of Chapter 108, Administrative Rules and Federal and State policies relating to the Unemployment Insurance Program is required.

65% A. Review, identify and clarify potentially disqualifying issues.

- A1. Identify potential disqualifying eligibility issues from information provided by a variety of sources.
- A2. Analyze issues identified and compare with the disputed claims record for previous adjudication; determine if suspensions need to be lifted to prevent delay in claim payments and resolve those issues.
- A3. Identify unresolved or pertinent new issues and refer for appropriate adjudication action to prevent improper payments.

20% B. Investigate and resolve benefit eligibility issues.

- B1. Interview claimants, employers and other parties to obtain required investigation elements.
- B2. Prepare clear and concise statements from all parties.
- B3. Analyze the investigative statements and resolve issues in accordance with Wisconsin Statutes, Chapter 108, Wisconsin Administrative Code, and federal/state unemployment insurance laws.
- B4. Calculate overpayment amounts and follow division fault guidelines to determine claimant responsibility for repayment.
- B5. Prepare and issue an initial determination to resolve issues in a clear and concise manner.

15% C. Assessment of claimant's continuing eligibility for benefits (Eligibility Review Procedure)

- C1. Review claimant's attachment to the labor market including prior waiver of work registration and work search requirements.
- C2. Identify questions of availability for or ability to work. Investigate and resolve these issues. (Goal B)
- C3. Review and determine the acceptability of the claimant's work search. As appropriate, assist claimant to develop an acceptable work search plan. Monitor subsequent performance of previously established work search.

UCA 1 - Adjudication Support KSAs

- 1. Ability to effectively communicate verbally, in person and over the telephone.
- 2. Ability to effectively communicate in writing.
- 3. Ability to listen effectively.
- 4. Ability to read and understand complex information and procedures.
- 5. Ability to analyze complex information and procedures.
- 6. Ability to use complex and sophisticated personal computer based software systems.
- 7. Ability to interact with difficult/challenging people in a professional manner.
- 8. Ability to perform basic math.